

# IBMhq Test Case Execution Report

**Test Case Name:**Add Attachment - 1

**Requirement Name:** CX

**Execution Start Time:**2020-08-09 14-52-20

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
6	5	1	Fail	4

Step No:1

Step Description: Click on Navigation Menu

Expected Result: Click on Navigation Menu

Actual Result: The Element: ClickIncidentsMenu is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. On the left, a navigation menu is open, showing options like Home, Analytics, Incidents, My Inbox, Messages, Contacts, Incidents, Queues, My Incidents, Contacts, Organizations, and Tasks. The 'Incidents' section is highlighted. The main content area shows details for an incident with reference number 200730-000072. The incident description is 'how this product works ab92547 product is not functioning properly'. The contact is Adam Smit, and the organization is California Federation. The product is ab92547, and the category is [No Value]. The interface includes a top bar with the Oracle logo, a search bar, and a user profile icon. The bottom of the screen shows a list of incidents.

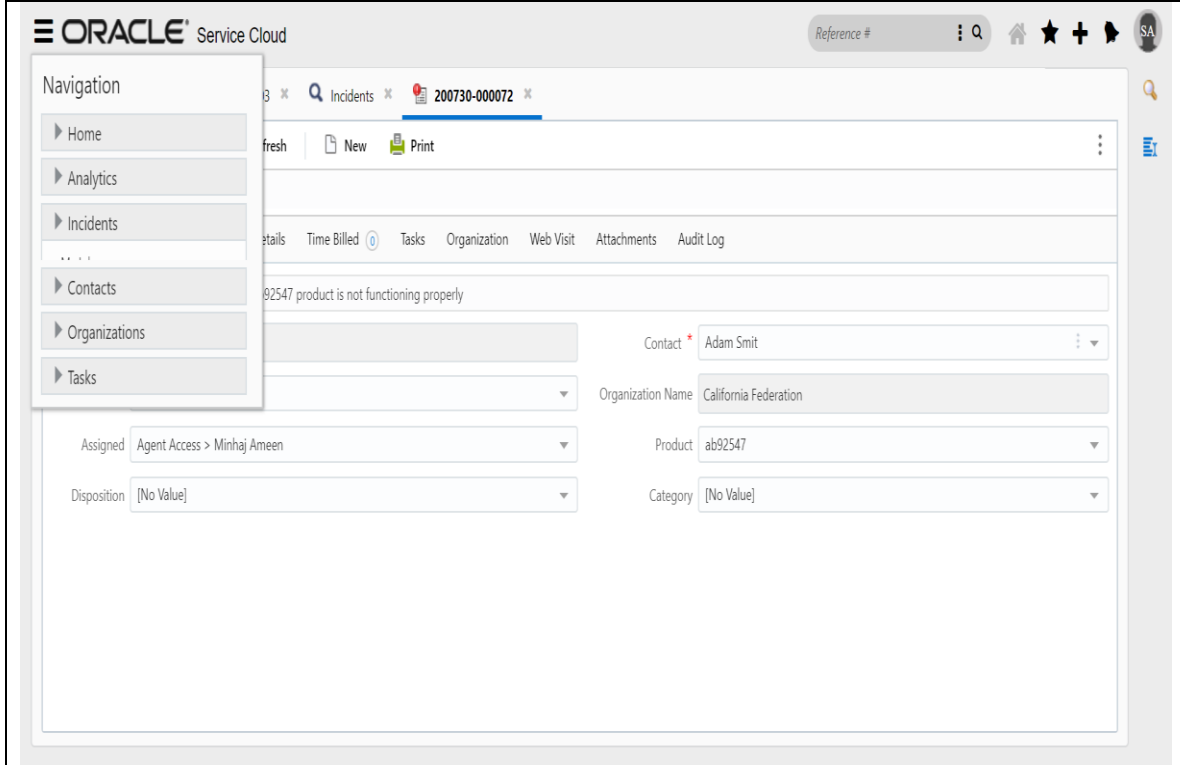
Step No:2

Step Description: Click on Incidents

Expected Result: Click on Incidents

Actual Result: The Element: IncidentsMain is clicked

Status: Pass



The screenshot displays the Oracle Service Cloud interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar and navigation icons are on the right. The left sidebar shows a 'Navigation' menu with options: Home, Analytics, Incidents (highlighted), Contacts, Organizations, and Tasks. The main area shows the 'Incidents' page for incident 200730-000072. The incident details include: '82547 product is not functioning properly', 'Assigned: Agent Access > Minhaj Ameen', 'Disposition: [No Value]', 'Contact: Adam Smit', 'Organization Name: California Federation', 'Product: ab92547', and 'Category: [No Value]'. The top of the incident card shows 'fresh', 'New', and 'Print' buttons.

Step No:3

Step Description: Wait

Expected Result: Wait

Actual Result: unexpected alert open: {Alert text : }  
(Session info: chrome=84.0.4147.105): {Alert text :  
Build info: version: '3.141.59', revision: 'e82be7d358', time: '2018-11-14T08:25:53'  
System info: host: 'ANITTALA', ip: '192.168.0.105', os.name: 'Windows 10', os.arch: 'amd64',  
os.version: '10.0', java.version: '13.0.1'  
Driver info: org.openqa.selenium.chrome.ChromeDriver  
Capabilities {acceptInsecureCerts: false, browserName: chrome, browserVersion:  
84.0.4147.105, chrome: {chromedriverVersion: 83.0.4103.39 (ccbf011cb2d2b...,  
userDataDir: C:\Users\ABHIRA~1\AppData\Local\Temp\chrome-win-1024\chrome-win-1024}, goog:chromeOptions: {debuggerAddress:  
localhost:49508}, javascriptEnabled: true, networkConnectionEnabled: false,  
pageLoadStrategy: normal, platform: WINDOWS, platformName: WINDOWS, proxy: Proxy(),  
setWindowRect: true, strictFileInteractability: false, timeouts: {implicit: 0, pageLoad:  
300000, script: 30000}, unhandledPromptBehavior: dismiss and notify,  
webauthn:virtualAuthenticators: true}  
Session ID: f322d89e48bd67a2dd58d7845a364224  
\*\*\* Element info: {Using=xpath, value=//div[@class='navigation-group oj-collapsible oj-  
component oj-component-initnode oj-expanded']/div[3]/span[1]}

Status: Fail

